



**UNITED STATES
POSTAL SERVICE**

Retail Customer Experience
Service Evaluation



Premier Office

53217 - North Shore Branch

5651 N Lydell Ave Milwaukee, WI 53217

Date: Wednesday, 01/21/2015

Visit: 5016773 - Original Report

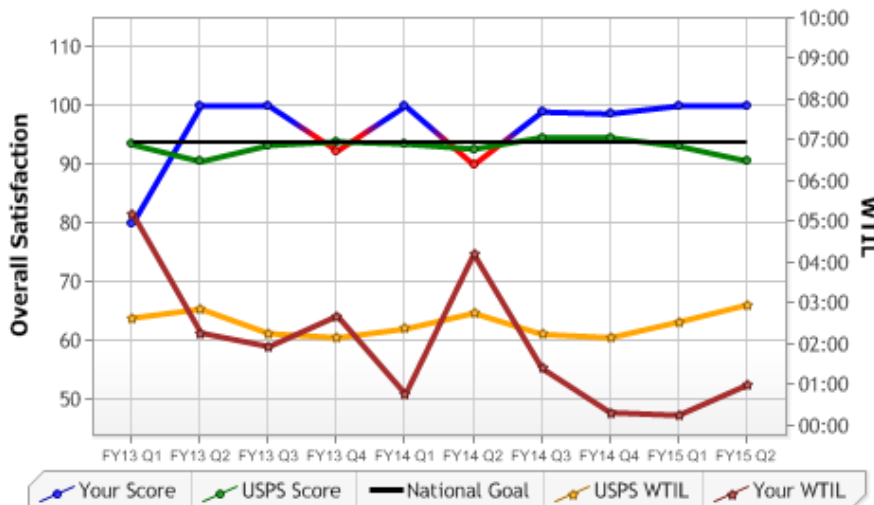
Postal Regulatory Commission

Submitted 3/13/2015 4:27:58 PM

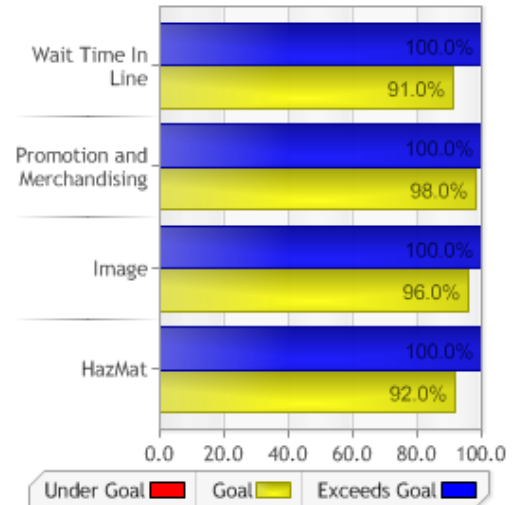
Filing ID: 91747

Accepted 3/13/2015

Overall Score Trend/WTIL



Category Scores



53217 North Shore Branch	FY13 Q1	FY13 Q2	FY13 Q3	FY13 Q4	FY 2013 YTD	FY14 Q1	FY14 Q2	FY14 Q3	FY14 Q4	FY 2014 YTD	FY15 Q1	FY15 Q2	FY 2015 YTD
National Goal 93.9%	80.0	100.0	100.0	92.3	93.7	100.0	90.0	99.0	98.7	97.3	100.0	100.0	100.0
	✗	✓	✓	✗	✗	✓	✗	✓	✓	✓	✓	✓	✓

Current Score 100.0%	YTD Score 100.0%	Improvement 0%	WTIL 02:00	HAZMAT 15/15	Survey Circled on Receipt? No
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Revenue Opportunities:

<p>(44% achievement)</p>	\$ Dim Weight Fee Collected	✗ Offering Additional Products – Q11
	✗ Offering P.M. Express and Priority – Q7a	✗ Mention Insurance / Tracking with Express - Q13
	✗ Offering P.M. Express First - Q8	\$ Explain Priority Benefits / Features – Q14
	\$ Offering Priority after P.M. Express Offered - Q9	N/A Extra services explained – Q15
	✗ Extra services offered - Q10/Q7E	\$ ReadyPost® Items All Stocked - Q17c

Strengths by Category

[Wait Time In Line](#)
[Promotion and Merchandising](#)
[Image](#)
[HazMat](#)

Opportunities by Category

[Congratulations! All Category Scores were above the national target](#)

Shop Details

[Type of Shop: Dim Weight](#)
[Report: Original](#)

Evaluation Information

USPS Facility
Response

Please enter your shop date	01/21/2015
Day of the week shop performed (e.g., Tuesday):	Wednesday
Time entered the post office	15:21
Time exited the post office	15:27
Time Band in which Shop was Completed	Afternoon
Was your type of shop a Dimensional Weight shop?	Yes
If Yes, does your receipt specify the word Dimensional under Billable Weight?	Yes
Was your type of shop a ReadyPost shop?	No
Were one of the 4 ReadyPost packages listed in your Reference Guide Available?	-
Were you charged for your ReadyPost package?	-
Post Office Zip Code on Receipt.	53217
Mail Class Amount:	34.30
ReadyPost package Amount:	0.00
Insurance Revenue Amount (if purchased):	0.00
Total Amount on Receipt:	34.30
Insurance Revenue Loss (based on offer at Q10/10a)	0.00
Dimensional Weight Revenue Loss	0.00
Total Revenue Loss	0
Evaluation Scenario	FY15 Q2 Dim Weight
Did the Clerk circle the online survey information on your receipt?	No

Wait Time in Line		40/40 - 100%	USPS Facility Response		
Q01	How long was your wait in line?		02:00		
Q02	Select the category that includes your wait time.	40/40	0:00-5:00		
Q02a	If your wait time was longer than 5 minutes, please provide comments on why your wait time was so long.				
Q03a	How many workstations were there (including all areas where a register is available)?	4			
Q03b	What was the highest number of workstations staffed from the time you entered the line until completion of the transaction?	2			
Q03c	When you entered the line, how many customers were in line ahead of you?	4			
Q04	When you entered the line, how many customers appeared to be conducting transactions at the counter?	2			
Q05	Were there any employees assisting customers in the lobby area or from behind the counter prior to customers reaching the counter?	No			
Q05aa	During your visit, did you see any customers utilizing the Self Service Kiosk. (Automated Postal Center)?	Yes			
Q5Grid	Please rate the Lobby Assistance you observed.		Yes	No	N/A
	Greeted customers in a friendly manner				
	Explained/offered specific services				
	Asked the Hazmat questions and/or marked packages for the Clerk				
	Did assistance help move the line				
	Suggested the self-service kiosk(s)				
Q05a	On a scale of 1 to 10 with 1 being 'Not Reasonable' and 10 being 'Very Reasonable', 'How reasonable was the amount of time you waited in line, given the effort put forth from the staff?'	10			
	If your wait time was longer than 5 minutes, did any USPS staff member apologize for the wait or in some way acknowledge your patience?				

Hazardous Materials		15/15 - 100%	USPS Facility Response	
Q06	Were you directed by the clerk to answer the hazardous material question on the CDU display?		Yes	
Q06a	If directed to the CDU, did the clerk allow you time to personally push the Yes or No response button on the screen?		15/15	Yes
Q06b	If No, please explain what happened after you were directed to the CDU.			

Product Offering		USPS Facility Response	
Q07	Did the employee offer a specific product for you to mail your package?	Yes	
Q07a	Specify which product(s) were offered by the employee to mail your package. [Not necessarily in the order offered.]	Priority; Standard Mail;	
Q07b	Which product did you purchase?	Priority	
Q07c	If Priority Mail was offered, did the Clerk mention that Insurance in the amount of \$50.00 is now a service included with Priority Mail?	No	
Q07d	If Priority Mail was offered, did the Clerk communicate the service standard by stating that it would take 1, 2 or 3 days for your package to arrive?	Yes	
Q07e	If Priority Mail was offered, did the Clerk ask if you needed additional insurance above and beyond what is now included?	No	
Q08	Was Priority Mail Express offered 'First'? (Before any other mail class)	Not Offered	
Q09	Which product did the clerk offer FIRST excluding Priority Mail Express?	Priority	
Q10	Did the employee offer any Extra Services?	No	
Q10a	Specify the Extra Service(s) offered by the employee.		
Q10b	Which Extra Service(s) did you purchase?	None;	
Q11	Specify additional product(s) offered:	None of the	

	above;
Q12 Did the employee provide or offer a receipt without you having to ask for one?	Yes

Product Explanations

USPS Facility
Response

Q13	When Priority Mail Express mail was offered did the employee mention that 'Insurance' and 'Tracking' was included?	N/A - Priority Mail Express Not Offered
Q14	Did the employee explain any benefits or features of Priority Mail?	Yes
Q14a	Specify the benefits or features of Priority Mail that were explained:	2-3 days;
Q14b	If Other, please explain:	
Q15	Did the employee explain any features of the Extra Service(s)?	N/A - Extra Services were not offered
Q15a	Specify the Extra Service(s) for which features were explained.	

Promotion and Merchandising

25/25 - 100%

USPS Facility
Response

Q16	Were you able to locate the form for the Extra Service you were instructed to find in the lobby PRIOR to being served?	3/3	Yes
Q16a	Which forms were you able to locate in the lobby.		Insurance \$200 and Under; Insurance over \$200; Signature Confirmation; Certified; Return Receipt;
Q17	Were ReadyPost retail packaging/shipping supplies displayed in the full service lobby?		Yes
Q17a	If question 17 is 'No', were ReadyPost Packaging/shipping supplies behind the service counter?		
Q17b	If question 17 is 'Yes', did the display appear neat and orderly?	4/4	Yes
Q17c	Were all ReadyPost items stocked?	6/6	Yes
Q18	Were Complimentary shipping supplies displayed (Express Mail, Priority Mail)?		Yes
Q18a	If question 18 is 'Yes', did the display appear neat and orderly?	4/4	Yes
Q18b	If question 18 is 'Yes', were all items stocked?	6/6	Yes
Q19	Were ALL Continuity menuboard(s) that were present in the office Current and ONLY displayed side-by-side, directly above or behind the retail counter?	1/1	Yes
Q19a	If No, please specify why:		
Q20	Were ALL Promotional Messaging menuboard(s) that were present in the office Current and ONLY displayed side-by-side, directly above or behind the retail counter?	1/1	Yes
Q20a	If No, please specify why:		

Image 20/20 - 100%			USPS Facility Response																																																						
Q21	Did the employee greet you pleasantly, make eye contact at the beginning of the transaction, and end the transaction in a pleasant manner?	5/5	Yes																																																						
Q21a	If No, which part(s) of the question did they miss?																																																								
Q22	Was the employee attentive during the entire transaction?	5/5	Yes																																																						
Q22a	If No, which problems were observed?																																																								
Q23	On a scale of 1 to 10 with 1 being 'Not at all valued' and 10 being 'Very Valued', 'How valued as a customer did the employee make you feel?'	8																																																							
Q23a	Please indicate which of the following attributes was MOST important to making you feel valued as a customer during today's visit:	Short Wait Times																																																							
Q23b	Please indicate which of the following attributes was LEAST important to making you feel valued as a customer during today's visit:	Warm Greeting																																																							
Q24	If you were a customer with little or no previous understanding of the USPS products and services, on a scale of 1 being 'Left with little or no additional understanding', and 10 being 'Left with good understanding', 'How would you rate your level of understanding, based on this specific experience?'	7																																																							
Q24a	Which of the following would have improved your understanding today if it had been better presented?	Employee Explanation of Services																																																							
Q25	Was the employee wearing the complete uniform?	5/5	Yes																																																						
Q25a	If No, what was the Clerk NOT wearing?																																																								
Q26	Were all signs and displays professional in appearance, including posting and lettering?	2/2	Yes																																																						
Q26a	If No, which problems were observed?																																																								
Q26b	Please specify what signage or display(s) had problems:																																																								
Q27	Was the interior neat, clean and well maintained?	3/3	Yes																																																						
Q27a	If No, please explain why																																																								
27b	Please confirm ALL cleanliness and maintenance standards that were met during your visit today. (Please select all that apply.)	<table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> <th>NA</th> </tr> </thead> <tbody> <tr> <td>Floors were free of excessive dirt, debris or substances?</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>Floors were free of extensive trash?</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>Floors were dry and absent of major wet spots?</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>Rugs, mats and runners were clean, not loose, torn or curled up?</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>Trashcans were not overflowing?</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>Lobby had no visible cobwebs covering the walls?</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>Holes in the walls were not visible?</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>Walls were clean and did not have multiple stains?</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>Retail counter was clean and free from clutter?</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>Workstation(s) were organized?</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>Writing and mail preparation tables were dust free and absent of excessive clutter?</td> <td>X</td> <td></td> <td></td> </tr> <tr> <td>Decals on the table were presentable not torn, dirty or peeling?</td> <td>X</td> <td></td> <td></td> </tr> </tbody> </table>					Yes	No	NA	Floors were free of excessive dirt, debris or substances?	X			Floors were free of extensive trash?	X			Floors were dry and absent of major wet spots?	X			Rugs, mats and runners were clean, not loose, torn or curled up?	X			Trashcans were not overflowing?	X			Lobby had no visible cobwebs covering the walls?	X			Holes in the walls were not visible?	X			Walls were clean and did not have multiple stains?	X			Retail counter was clean and free from clutter?	X			Workstation(s) were organized?	X			Writing and mail preparation tables were dust free and absent of excessive clutter?	X			Decals on the table were presentable not torn, dirty or peeling?	X		
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Q27c	Were all <i>other</i> displays present, neatly maintained and stocked?	Yes																																																							
Q28	Was the exterior neat, clean and well maintained?	Yes																																																							
Q28a	If No, please explain why																																																								

Overall Experience

USPS Facility
Response

Q29	On a scale of 1 to 10 with 1 being 'Not at all Positive' and 10 being 'Extremely Positive, 'How would you rate your Overall Experience as a customer at this location?'	9
Q30	On a scale of 1 to 10 with 1 being 'Did not Meet' and 10 being 'Exceeded,' 'Please rate how this particular experience measured up to your expectations.'	8
If something did not meet your expectations, please indicate what it was and how it could have been improved:		
Q30a	Please indicate how each of the following contributed to your rating:	
	Exceeded Expectations	Met Expectations Did Not Meet Expectations
Wait Time	X	
Clerk Friendliness		X
Clerk Knowledge		X
Clerk Meeting Your Needs		X
Facility Cleanliness		X
Facility Attractiveness		X
Shipping Services Offered		X
Product Availability (boxes, mailing envelopes, labels, etc.)		X
Q31	On a scale of 1 to 10 with 1 being 'Not at all Likely' and 10 being 'Extremely Likely', based just on this particular experience, 'How likely would you be to return to this location for personal business?'	9
Q31a	Please indicate how each of the following affected your likelihood to return:	
	Positive	Negative Neutral
Wait Time	X	
Clerk Friendliness		
Clerk Knowledge		
Clerk Meeting Your Needs		
Facility Cleanliness	X	
Facility Attractiveness		
Shipping Services Offered		
Product Availability (boxes, mailing envelopes, labels, etc.)		
Q31a	Please provide a comment explaining your 'Likelihood to Return' rating of question 31. (please note, this is a subjective comment based on the opinion of the shopper and reflects their overall experience during the store visit. It does not necessarily reflect specific compliance or non-compliance to any particular evaluation questions) USPS Facility Comment: The service was very quick and the location was clean.	